

**Carrier to Carrier  
Performance Standards and Reports  
April 2002  
Verizon New Jersey**

**CLEC Aggregate Performance  
OPERATION SUPPORT SYSTEM / BILLING**

PRE-ORDERING		Actual Performance				
Metric #		Standard	VZ	CLEC	OBS	Difference
PO-1 - Response Time OSS Pre-Ordering Interface						
PO-1-01-6020	Ave Resp Tm - Customer Service Record - EDI	Parity plus <= 4 Seconds	0.32	3.32		-3.00
PO-1-01-6030	Ave Resp Tm - Customer Service Record - CORBA	Parity plus <= 4 Seconds	0.32	0.88		-0.56
PO-1-01-6050	Ave Resp Tm - Customer Service Record - Web GUI	Parity plus <= 4 Seconds	0.32	2.67		-2.35
PO-1-02-6020	Ave Resp Tm - Due Date Availability - EDI	Parity plus <= 4 Seconds	2.03	5.41		-3.38
PO-1-02-6030	Ave Resp Tm - Due Date Availability - CORBA	Parity plus <= 4 Seconds	2.03	2.78		-0.75
PO-1-02-6050	Ave Resp Tm - Due Date Availability - Web GUI	Parity plus <= 4 Seconds	2.03	4.56		-2.53
PO-1-03-6020	Ave Resp Tm - Address Validation - EDI	Parity plus <= 4 Seconds	5.65	8.27		-2.62
PO-1-03-6030	Ave Resp Tm - Address Validation - CORBA	Parity plus <= 4 Seconds	5.65	2.98		2.67
PO-1-03-6050	Ave Resp Tm - Address Validation - Web GUI	Parity plus <= 4 Seconds	5.65	5.75		-0.10
PO-1-04-6020	Ave Resp Tm - Product and Service Availability - EDI	Parity plus <= 4 Seconds	11.45	22.94		-11.49
PO-1-04-6030	Ave Resp Tm - Product and Service Availability - CORBA	Parity plus <= 4 Seconds	11.45	NA		
PO-1-04-6050	Ave Resp Tm - Product and Service Availability - Web GUI	Parity plus <= 4 Seconds	11.45	13.65		-2.20
PO-1-05-6020	Ave Resp Tm - Tel Number Availability and Reservation - EDI	Parity plus <= 4 Seconds	6.45	12.95		-6.50
PO-1-05-6030	Ave Resp Tm - Tel Number Availability and Reservation - CORBA	Parity plus <= 4 Seconds	6.45	NA		
PO-1-05-6050	Ave Resp Tm - Tel Number Availability and Reservation - Web GUI	Parity plus <= 4 Seconds	6.45	6.44		0.01
PO-1-06-6020	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI	Parity plus <= 4 Seconds	12.74	4.18		8.56
PO-1-06-6030	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - CORBA	Parity plus <= 4 Seconds	12.74	4.74		8.00
PO-1-06-6050	Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - Web GUI	Parity plus <= 4 Seconds	12.74	4.27		8.47
PO-1-07-6020	Ave Resp Tm - Rejected Query - EDI	Parity plus <= 4 Seconds	0.04	2.41		-2.37
PO-1-07-6030	Ave Resp Tm - Rejected Query - CORBA	Parity plus <= 4 Seconds	0.04	0.60		-0.56
PO-1-07-6050	Ave Resp Tm - Rejected Query - Web GUI	Parity plus <= 4 Seconds	0.04	2.97		-2.93
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.32	2.26		-1.94
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	0.32	0.25		0.07
PO-2 - OSS Interface Availability						
PO-2-01-6030	OSS Interface Availability - Total - CORBA - Pre-Ordering	No Standard		99.99	0.10	
PO-2-01-6040	OSS Interface Availability - Total - Web - GUI - Maintenance	No Standard		98.71	9.30	
PO-2-01-6060	OSS Interface Availability - Total - Electronic Bonding - Maintenance	No Standard		100.00	0.00	
PO-2-02-6020	OSS Interface Availability - Prime Time - EDI - Pre-Ordering	99.5%		99.98	0.20	0.48
PO-2-02-6030	OSS Interface Availability - Prime Time - CORBA - Pre-Ordering	99.5%		99.99	0.10	0.49
PO-2-02-6050	OSS Interface Availability - Prime Time - Web GUI - Pre-Ordering	99.5%		99.90	0.40	0.40
PO-2-02-6040	OSS Interface Availability - Prime Time - Web GUI - Maintenance	99.5%		99.92	0.40	0.42
PO-2-02-6060	OSS Interface Availability - Prime Time - Electronic Bonding - Maintenance	99.5%		100.00	0.00	0.50
PO-2-03-6030	OSS Interface Availability - Non-Prime Time - CORBA - Pre-Ordering	No Standard		100.00	0.00	
PO-2-03-6040	OSS Interface Availability - Non-Prime Time - Web GUI - Maintenance	No Standard		96.46	8.90	
PO-2-03-6060	OSS Interface Availability - Non-Prime Time - Electronic Bonding - Maintenance	No Standard		100.00	0.00	
PO-3 - Contact Center Availability						
PO-3-01-2001	Average Speed of Answering - Ordering - Newark	No Standard		13.78		
PO-3-02-2001	% Answered within 20 Seconds - Ordering - Newark	85% in 20 Seconds		91.29	5555	6.29
PO-3-03-3002	Average Speed of Answering - Repair - Richmond	No Standard		9.73		
PO-3-04-3002	% Answered within 20 Seconds - Repair - Richmond	85% in 20 Seconds		85.60	108176	0.60
PO-4 - Timeliness of Change Management Notices & Confirmations						
PO-4-01-6600	% Chng Mngmnt Ntcs & Chng Mngmnt Cnfrmtns sent on Time - (Combined Types 1-5)	95% complying w/ applicable minimum interval		100.00	28	5.00
PO-4-02-6600	Change Mngmnt Ntcs & Chng Mngmnt Cnfrmtns - Delay 1 - 7 days (Combined Types 1-5)	No Standard		NA		
PO-4-03-6600	Change Mngmnt Ntcs & Chng Mngmnt Cnfrmtns - Delay 8 or more days (Combined Types 1-5)	0 >= 8 Days		NA		
PO-5 - Average Notification of Interface Outage						
PO-5-01-2030	Average Notice of Interface Outage	Not more than 20 Minutes		NA		
PO-6 - Software Validation						
PO-6-01-2000	Software Validation	Not more than 5%		R3	NA	
PO-7 - Software Problem Resolution Timeliness						
PO-7-01-2000	% Software Problem Resolution Timeliness	95% Complying with Schedule		NA		
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Transactions Failed, No Workaround	No Standard		NA		
PO-7-03-2000	Delay Days. - S/W Res. - Change - Transactions Failed, With Workaround	No Standard		NA		
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Transactions Failed, No W/A	No Standard		NA		
PO-8 - Manual Loop Qualification						
PO-8-01-2000	% On-Time - Manual Loop Qualification	95% within 72 Hours		NA		
PO-8-02-2000	% On-Time - Engineering Record Request	95% within 72 Hours		NA		
TROUBLE REPORTING (OSS)						
MR-1 - Response Time OSS Maintenance Interface						
MR-1-01-6040	Average Response Time - Create Trouble - Web GUI	Parity plus <= 7 Seconds	8.69	3.78	1535	4.91
MR-1-01-6060	Average Response Time - Create Trouble - Electronic Bonding	Parity plus <= 4 Seconds	8.69	16.11	195	-7.42
MR-1-02-6040	Average Response Time - Status Trouble - Web GUI	Parity plus <= 7 Seconds	4.38	3.64	404	0.74
MR-1-02-6060	Average Response Time - Status Trouble - Electronic Bonding	Parity plus <= 4 Seconds	4.38	0.19	14	4.19
MR-1-03-6040	Average Response Time - Modify Trouble - Web GUI	Parity plus <= 7 Seconds	8.49	7.09	6	1.40
MR-1-03-6060	Average Response Time - Modify Trouble - Electronic Bonding	Parity plus <= 4 Seconds	8.49	10.64	43	-2.15
MR-1-04-6040	Average Response Time - Request Cancellation of Trouble - Web GUI	Parity plus <= 7 Seconds	9.82	4.77	33	5.05
MR-1-04-6060	Average Response Time - Request Cancellation of Trouble - Electronic Bonding	Parity plus <= 4 Seconds	9.82	NA		
MR-1-05-6040	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	Parity plus <= 7 Seconds	0.35	1.02	643	-0.67
MR-1-05-6060	Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding	Parity plus <= 4 Seconds	NEF	NEF		
MR-1-06-6040	Average Response Time - Test Trouble (POTS Only) - Web Gui	Parity plus <= 7 Seconds	52.36	44.79	3270	7.57
MR-1-06-6060	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding	Parity plus <= 4 Seconds	52.36	56.56	14	-4.20
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**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING**

BILLING						
Metric #		Standard	CLEC	OBS	Difference	
BI-1 - Timeliness of Daily Usage Feed						
BI-1-01-2030	% DUF in 3 Business Days	No Standard	80.83			
BI-1-02-2030	% DUF in 4 Business Days	95% of DUF in 4 Business Days	81.01	34107551	-13.99	
BI-1-03-2030	% DUF in 5 Business Days	No Standard	81.06			
BI-1-04-2030	% DUF in 8 Business Days	No Standard	81.18			
BI-2 - Timeliness of Carrier Bill						
BI-2-01-2030	Timeliness of Carrier Bill - Paper Bills	98% in 10 Business Days	100.00	586	2.00	
BI-2-02-2030	Timeliness of Carrier Bill – Electronic Bills – BOS BDT format	98% in 10 Business Days	100.00	47	2.00	
BI-3 - Billing Accuracy						
BI-3-01-2030	% Billing Adjustments- Including Charges Adjusted Due to PCDs	No Standard	1.07	1.50	424650967	17721670
BI-3-03-2030	% Billing Adjustments - Excluding Charges Adjusted Due to PCDs	Parity with VZ Retail	1.02	1.50	424650967	17721670
BI-3-06-2030	% Billing Adjustments-Electronic Bills-BOS BDT format-Excluding Charges Adjusted Due to PCDs	Parity with VZ Retail	1.02	0.18	424650967	3102733
BI-4 - DUF Accuracy						
BI-4-01-2030	% Usage Accuracy	95%	100.00	26658060	5.00	
BI-4-02-2030	% Corrected Usage Records Delivered On -Time	No Standard	NA			
BI-5 - Accuracy of Mechanized Bill Feed						
BI-5-01-2030	% Accuracy of Mechanized Bill Feed	95%	100.00	245	5.00	
BI-6 - Completeness of Usage Charges						
BI-6-01-2030	% Completeness of Usage Charges - Including PCD Delayed Charges	No Standard	99.98	100.00	1127829521.00	492723553.00
BI-6-02-2030	% Completeness of Usage Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	99.98	100.00	1127694327.00	492717555.00
BI-7 - Completeness of Fractional Recurring Charges						
BI-7-01-2030	% Completeness of Fractional Recurring Charges - Including PCD Delayed Charges	No Standard	61.88	1.57	17723229.81	28996581.24
BI-7-02-2030	% Completeness of Fractional Recurring Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	62.97	1.46	15571619.31	28893853.99
BI-8 - Non-Recurring Charge Completeness						
BI-8-01-2030	% Completeness of Non-Recurring Charges - Including PCD Delayed Charges	No Standard	98.10	99.01	8707115.51	876963.92
BI-8-02-2030	% Completeness of Non-Recurring Charges - Excluding PCD Delayed Charges	Parity with VZ Retail	98.26	99.04	8354240.86	831871.42
OPERATOR SERVICES & DATABASES						
OD-1 - Operator Services - Speed of Answer						
OD-1-01-1020	Average Speed of Answer – Operator Services	No Standard	3.45	0.17	4105	
OD-1-02-1020	Average Speed of Answer – Directory Assistance	No Standard	4.90	1.23	293013	
OD-1-03-1020	% Answered in 30 Seconds - Operator Services	95% in 30 Seconds	99.71	100.00	4105	5.00
OD-1-04-1020	% Answered in 30 Seconds - Directory Assistance	95% in 30 Seconds	99.56	100.00	293013	5.00
OD-3 - DA Database Update Accuracy						
OD-3-01-1020	% DA Update Accuracy - Including Service Order (PCD) Errors	No Standard	96.50	99.00	200	200
OD-3-02-1020	% DA Update Accuracy - Excluding Service Order (PCD) Errors	Parity with VZ Retail	96.50	99.00	200	200
GENERAL						
GE-1 - Directory Listing Verification Reports						
GE-1-01-2030	% of Directory Listing Verification Reports Furnished On-Time	95% on or before Due Date	VZ	CLEC	Observations	Difference
				100.00	140	5.00
GE-2 - Poles, Ducts, Conduit and Rights of Way						
GE-2-01-2030	% of Access Request Responses Transmitted On-Time	95% on or before Due Date		97.06	34	2.06
GE-3 - Bona Fide Request Responses						
GE-3-01-2030	% of Bona Fide Request Responses Furnished On-Time	No Standard		NA		
Legend Notations defined on Legend sheet - last page						

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**CLEC Aggregate Performance**  
**RESALE ORDERING - POTS / SPECIAL SERVICES**

POTS & Pre-qualified Complex (combined data)			CLEC Aggregate		
Metric #		Standard	Performance	Observations	Difference
OR-1 - Order Confirmation Timeliness					
OR-1-01-2320	Av Local Service Request Confirmation Time -LSRC -Flow-Through	No Standard	0.27		
OR-1-02-2320	% On Time LSRC - Flow-Through	95% within 2 hours	100.00	26825	5.00
OR-1-03-2320	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	9.97		
OR-1-04-2320	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.51	4223	3.51
OR-1-05-2320	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	14.21		
OR-1-06-2320	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	99.71	346	4.71
OR-1-07-2320	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-2320	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA		
OR-1-09-2320	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-2320	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness					
OR-2-01-2320	Average Local Service Request -LSR- Reject - Time -Flow-Through	No Standard	0.03		
OR-2-02-2320	% On Time LSR Reject - Flow-Through	95% within 2 hours	99.92	2499	4.92
OR-2-03-2320	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	10.05		
OR-2-04-2320	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.86	1668	3.86
OR-2-05-2320	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	11.97		
OR-2-06-2320	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	212	5.00
OR-2-07-2320	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-2320	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA		
OR-2-09-2320	Average LSR Reject Time >=6 Lines - Fax	No Standard	NA		
OR-2-10-2320	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA		
OR-7 - % Order Confirmation/Rejects Sent Within 3 Business Days					
OR-7-01-2100	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS	95%	99.98	20785	4.98
Complex Services - 2 Wire Digital					
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification					
OR-1-03-2341	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	7.14		
OR-1-04-2341	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	26	5.00
OR-1-05-2341	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	10.98		
OR-1-06-2341	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	2	5.00
OR-1-07-2341	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-2341	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA		
OR-1-09-2341	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-2341	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness - Requiring Loop Qualification					
OR-2-03-2341	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	7.22		
OR-2-04-2341	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	33	5.00
OR-2-05-2341	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	0.58		
OR-2-06-2341	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	1	5.00
OR-2-07-2341	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-2341	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA		
OR-2-09-2341	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA		
OR-2-10-2341	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA		
Complex Services - 2 Wire xDSL Services					
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification					
OR-1-03-2342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-1-04-2342	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-1-05-2342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-1-06-2342	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-1-07-2342	Average LSRC Time < 6 Lines - Fax	No Standard	NA		
OR-1-08-2342	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA		
OR-1-09-2342	Average LSRC Time >= 6 Lines - Fax	No Standard	NA		
OR-1-10-2342	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness - Requiring Loop Qualification					
OR-2-03-2342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-2-04-2342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-2-05-2342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA		
OR-2-06-2342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-2-07-2342	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-2342	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA		
OR-2-09-2342	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA		
OR-2-10-2342	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours	NA		
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**CLEC Aggregate Performance**  
**RESALE ORDERING - POTS / SPECIAL SERVICES**

Special Services		CLEC Aggregate			
Metric #		Standard	Performance	Observations	Difference
OR-1 - Order Confirmation Timeliness					
OR-1-03-2214	Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	No Standard	13.31		
OR-1-04-2214	% On Time LSRC < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	95% within 48 hours	100.00	26	5.00
OR-1-05-2210	Average LSRC Time >= 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	No Standard	43.09		
OR-1-05-2211	Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through	No Standard	NA		
OR-1-05-2213	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through	No Standard	NA		
OR-1-06-2214	% On Time LSRC >=6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	95% within 72 hours	66.67	3	-28.33
OR-1-06-2210	% On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-1-06-2211	% On Time LSRC >=6 Lines -DS1 - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-1-06-2213	% On Time LSRC >=6 Lines -DS3 - Electronic - No Flow-Through	95% within 72 hours	NA		
OR-1-07-2214	Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Fax	No Standard	NA		
OR-1-08-2214	% On Time LSRC < 6 Lines - Non DS0,DS1, & DS3 - Fax	95% within 72 hours	NA		
OR-1-09-2214	Average LSRC Time >= 6 Lines - Non DS0,DS1 & DS3 - Fax	No Standard	NA		
OR-1-09-2210	Average LSRC Time >= 6 Lines -DS0 - Fax	No Standard	NA		
OR-1-09-2211	Average LSRC Time >= 6 Lines -DS1 - Fax	No Standard	NA		
OR-1-09-2213	Average LSRC Time >= 6 Lines -DS3 - Fax	No Standard	NA		
OR-1-10-2214	% On Time LSRC >= 6 Lines - Non DS0, DS1 & DS3 - Fax	95% within 96 hours	NA		
OR-1-10-2210	% On Time LSRC >= 6 Lines -DS0 - Fax	95% within 96 hours	NA		
OR-1-10-2211	% On Time LSRC >= 6 Lines -DS1 - Fax	95% within 96 hours	NA		
OR-1-10-2213	% On Time LSRC >= 6 Lines -DS3 - Fax	95% within 96 hours	NA		
OR-2 - Reject Timeliness					
OR-2-03-2200	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	7.35		
OR-2-04-2200	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours	100.00	64	5.00
OR-2-05-2200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	8.69		
OR-2-06-2200	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00	23	5.00
OR-2-07-2200	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA		
OR-2-08-2200	% On Time LSR Reject < 6 Lines - Fax	95% within 72 hours	NA		
OR-2-09-2200	Average LSR Reject Time >=6 Lines - Fax	No Standard	NA		
OR-2-10-2200	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA		
POTS / Special Services - Aggregate					
OR-3 - Percent Rejects					
OR-3-01-2000	% Rejects	No Standard	13.89	32779	
OR-4 - Timeliness of Completion Notification					
OR-4-01-2000	Completion Notice – Average Response Time	No Standard	VZ	CLEC	Difference
OR-4-02-2000	Completion Notice – % On Time	97% by next business day at noon	0.39		
OR-4-04-2000	Work Completion Notice - Avg Response Time	No Standard	98.75	22313	1.75
OR-4-05-2000	Work Completion Notice - % On Time	95% by next business day at noon	0.00		
			100.00	26288	5.00
OR-4-06-2000	Avg Duration - Work Completion (SOP) to Bill Comp	Parity with VZ Retail	VZ	CLEC Aggregate	VZ CLEC Aggregate Standard Deviation
OR-4-07-2000	% SOP to Bill Completion >= 5 Business Days	Parity with VZ Retail	29.53	29.20	663135 26267 59.73
OR-4-08-2000	% SOP to Bill Completion > 1 Business Day	No Standard	0.62	0.33	663135 26267 0.38
			7.59	8.58	663135 26267 0.05
OR-4-09-2000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn	VZ	CLEC	Difference
OR-4-10-2000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn	99.42	17143	4.42
OR-4-11-2000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days	Not more than 5%	100.00	17182	5.00
			0.00	17177	5.00
OR-5 - Percent Flow-Through					
OR-5-01-2000	% Flow Through - Total	No Standard	85.03	31556	
OR-5-02-2000	% Flow Through - Simple	No Standard	85.19	31489	
OR-5-03-2000	% Flow Through - Achieved	95%	94.86	28287	-0.14
OR-6 - Order Accuracy					
OR-6-01-2000	% Accuracy - Orders	95% of orders without VZ errors	97.75	400	2.75
OR-6-02-2000	% Accuracy – Opportunities	No Standard	99.80	4458	
OR-6-03-2000	% Accuracy – LSRC	Not more than 5% of LSRCs resent due to VZ error	0.02	5489	4.98
OR-8 - Acknowledgement Timeliness					
OR-8-01-2000	% Acknowledgements on time	95% in 2 hours	100.00	21110	5.00
OR-9 - Order Acknowledgement Completeness					
OR-9-01-2000	% Acknowledgement Completeness	99%	100.00	21110	1.00
Legend Notations defined on Legend sheet - last page					

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**CLEC Aggregate Performance**  
**RESALE PROVISIONING - POTS / SPECIAL SERVICES**

POTS - Provisioning - Total								
Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Z-Score
			VZ	CLEC Aggregate	VZ	CLEC Aggregate		
PR-1-04-2100	PR-1 - Average Interval Offered							
PR-1-05-2100	Average Interval Offered - Dispatch (6-9 Lines)	Parity with VZ Retail	6.45	1.00	328	7	5.62	2.15
	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with VZ Retail	8.37	2.33	114	3	6.68	3.91
PR-2-04-2100	PR-2 - Average Completed Interval							
PR-2-05-2100	Average Interval Completed - Dispatch (6-9 Lines)	Parity with VZ Retail	6.12	0.67	263	6	4.66	1.92
	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with VZ Retail	7.92	0.50	86	2	6.78	4.85
PR-3-01-2100	PR-3 - Completed within Specified Days							
PR-3-02-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail	76.05	82.66	110432	5830		0.57
PR-3-03-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	85.42	94.73	110432	5830		0.47
PR-3-04-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	94.07	99.67	110432	5830		0.32
PR-3-05-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail	5.55	11.24	20300	979		0.75
PR-3-06-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	10.97	34.22	20300	979		1.02
PR-3-07-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	54.90	87.95	20300	979		1.63
PR-3-08-2100	% Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail	91.29	99.06	130732	6809		0.35
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	97.93	99.85	110432	5830		0.19
PR-3-10-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	89.04	98.98	20300	979		1.02
	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	97.49	99.82	130732	6809		0.19
PR-4-02-2100	PR-4 - Missed Appointments							
PR-4-03-2100	Average Delay Days - Total	Parity with VZ Retail	10.29	4.25	4705	102	44.23	4.43
PR-4-04-2100	% Missed Appt. - Customer	No Standard	3.08	7.19	232022	11645		
PR-4-05-2100	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	9.18	4.06	36908	2244		0.63
PR-4-06-2100	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	0.67	0.12	195114	9401		0.09
PR-4-07-2100	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard		0.12		11645		
PR-4-08-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch	Parity with VZ Retail	9.29	3.51	28963	1510		0.77
PR-4-09-2100	% Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch	Parity with VZ Retail	0.70	0.13	156657	7968		0.10
PR-5-01-2100	PR-5 - Facility Missed Orders							
PR-5-02-2100	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	1.37	1.43	36908	2244		0.25
PR-5-03-2100	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.01	0.00	36908	2244		0.02
	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	36908	2244		
PR-6-01-2100	PR-6 - Installation Quality							
PR-6-02-2100	% Installation Troubles reported within 30 Days	Parity with VZ Retail	4.89	3.36	223986	13742		0.19
PR-6-03-2100	% Installation Troubles reported within 7 Days	Parity with VZ Retail	3.17	2.11	223986	13742		0.15
	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	3.15	1.88	223986	13742		
PR-8-01-2100	PR-8 - Open Orders in a Hold Status							
PR-8-02-2100	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	232022	11645		
	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	232022	11645		
POTS - Business								
PR-1-01-2110	PR-1 - Average Interval Offered							
PR-1-03-2110	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	2.34	1.14	14593	879	4.48	0.16
	Average Interval Offered - Dispatch (1-5 Lines)	Parity with VZ Retail	4.50	3.27	6509	109	4.36	0.42
PR-2-01-2110	PR-2 - Average Completed Interval							
PR-2-03-2110	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	2.28	1.07	14286	853	4.25	0.15
	Average Interval Completed - Dispatch (1-5 Lines)	Parity with VZ Retail	4.40	3.30	5545	98	3.96	0.40
POTS - Residence								
PR-1-01-2120	PR-1 - Average Interval Offered							
PR-1-03-2120	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	0.86	1.04	141441	6678	2.94	0.04
	Average Interval Offered - Dispatch (1-5 Lines)	Parity with VZ Retail	3.98	2.62	18022	1387	3.43	0.10
PR-2-01-2120	PR-2 - Average Completed Interval							
PR-2-03-2120	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	0.82	1.03	140322	6598	2.59	0.03
	Average Interval Completed - Dispatch (1-5 Lines)	Parity with VZ Retail	4.05	2.68	14755	881	3.03	0.11
Complex Services - 2 Wire Digital Services								
PR-1-01-2341	PR-1 - Average Interval Offered							
PR-1-02-2341	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	6.00	NA	65		0.00	
	Average Interval Offered - Total Dispatch	Parity with VZ Retail	6.00	6.00	147	2	0.00	
PR-2-01-2341	PR-2 - Average Completed Interval							
PR-2-02-2341	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	6.00	NA	64		0.00	
	Average Interval Completed - Total Dispatch	Parity with VZ Retail	6.24	7.00	132	1	1.25	1.25
PR-4-02-2341	PR-4 - Missed Appointment							
PR-4-03-2341	Average Delay Days - Total	Parity with VZ Retail	1.89	6.50	115	2	1.91	1.36
PR-4-04-2341	% Missed Appt. - Customer	No Standard	11.57	6.67	1210	15		
PR-4-05-2341	% Missed Appt. - VZ - Dispatch	Parity with VZ Retail	12.85	33.33	817	6		13.71
PR-4-06-2341	% Missed Appt. - VZ - No Dispatch	Parity with VZ Retail	0.78	0.00	384	9		2.97
PR-4-07-2341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard		0.00		15		
PR-4-08-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch	Parity with VZ Retail	14.00	0.00	750	3		20.07
PR-4-09-2341	% Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch	Parity with VZ Retail	0.84	0.00	356	10		2.93
PR-5-01-2341	PR-5 - Facility Missed Orders							
PR-5-02-2341	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.85	0.00	826	6		3.76
PR-5-03-2341	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	826	6		
	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	826	6		
PR-6-01-2341	PR-6 - Installation Quality							
PR-6-03-2341	% Installation Troubles reported within 30 Days	Parity with VZ Retail	6.49	0.00	770	9		8.26
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	6.23	0.00	770	9		
PR-8-01-2341	PR-8 - Open Orders in a Hold Status							
PR-8-02-2341	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	1210	15		
	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	1210	15		
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**Complex Services - 2 Wire xDSL Services**

Complex Services - 2 Wire xDSL Services		Actual Performance		Number of Observations					
Metric#		Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01-2342	Average Interval Offered – Total No Dispatch	Parity with VZ Retail	3.13	NA	14877		0.48		
PR-1-02-2342	Average Interval Offered – Total Dispatch	Parity with VZ Retail	3.33	NA	2065		0.92		
PR-2 - Average Completed Interval									
PR-2-01-2342	Average Interval Completed – Total No Dispatch	Parity with VZ Retail	3.14	NA	14847		0.51		
PR-2-02-2342	Average Interval Completed – Total Dispatch	Parity with VZ Retail	3.40	NA	1983		1.10		
PR-4 - Missed Appointment									
PR-4-02-2342	Average Delay Days – Total	Parity with VZ Retail	1.87	NA	129		2.54		
PR-4-03-2342	% Missed Appt. – Customer	No Standard	0.37	0.00	27880	14			
PR-4-04-2342	% Missed Appt. – VZ – Dispatch	Parity with VZ Retail	3.66	0.00	2131	2		13.28	
PR-4-05-2342	% Missed Appt. – VZ – No Dispatch	Parity with VZ Retail	0.05	0.00	25705	12		0.65	0.08
PR-4-08-2342	% Missed Appt. – Customer – Due to Late Order Confirmation	No Standard		0.00		14			
PR-4-10-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch	Parity with VZ Retail	5.04	0.00	2065	1		21.88	
PR-4-11-2342	% Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch	Parity with VZ Retail	0.06	0.00	14877	8		0.87	
PR-5 - Facility Missed Orders									
PR-5-01-2342	% Missed Appointment – Verizon – Facilities	Parity with VZ Retail	1.66	0.00	2175	2		9.04	
PR-5-02-2342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	2175	2			
PR-5-03-2342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	2175	2			
PR-6 - Installation Quality									
PR-6-01-2342	% Installation Troubles reported within 30 Days	Parity with VZ Retail	3.31	6.25	28574	48		2.58	-1.14
PR-6-03-2342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2.29	4.17	28574	48			
PR-8 - Open Orders in a Hold Status									
PR-8-01-2342	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	27880	14			
PR-8-02-2342	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	27880	14			

**POTS & Complex Aggregate**

<b>PR-1 - Average Interval Offered</b>								
PR-1-12-2103	Average Interval Offered – Disconnects	4.07	1.30	61128	4769	9.10	0.14	20.25
<b>PR-2 - Average Completed Interval</b>								
PR-2-18-2103	Average Interval Completed – Disconnects	3.42	1.18	65502	4689	8.12	0.12	18.25

**Special Services - Provisioning**

<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2200	Average Interval Offered – Total No Dispatch	10.71	10.22	991	9	6.12	2.05	
PR-1-02-2200	Average Interval Offered – Total Dispatch	11.23	7.17	357	6	6.53	2.69	
PR-1-06-2210	Average Interval Offered – DS0	9.27	7.50	464	2	5.48	3.88	
PR-1-07-2211	Average Interval Offered – DS1	13.12	9.29	621	7	6.48	2.46	
PR-1-08-2213	Average Interval Offered – DS3	NA	NA					
PR-1-12-2200	Average Interval Offered – Disconnects	7.82	11.20	811	84	5.20	0.60	-5.67
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2200	Average Interval Completed – Total No Dispatch	10.19	8.75	698	8	5.74	2.04	
PR-2-02-2200	Average Interval Completed – Total Dispatch	12.30	5.50	245	4	7.06	3.56	
PR-2-06-2210	Average Interval Completed – DS0	9.62	5.00	329	1	5.90	5.91	
PR-2-07-2211	Average Interval Completed – DS1	13.00	9.29	415	7	6.20	2.36	
PR-2-08-2213	Average Interval Completed – DS3	NA	NA					
PR-2-18-2200	Average Interval Completed – Disconnects	9.00	11.63	657	70	6.47	0.81	-3.23
<b>PR-4 - Missed Appointments</b>								
PR-4-01-2200	% Missed Appt. – VZ – Total	8.40	1.82	1667	55		3.80	1.73
PR-4-02-2200	Average Delay Days – Total	5.31	14.00	140	1	3.35	3.36	
PR-4-03-2200	% Missed Appt. – Customer	27.47	40.00	1667	55			
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Confirmation		5.45		55			
PR-4-09-2200	% Missed Appt. – VZ – Standard Interval (W Coded) Orders –Total	6.29	6.67	1351	15		6.30	0.32 (P)
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2200	% Missed Appointment – Verizon – Facilities	0.24	0.00	421	15		1.29	0.19
PR-5-02-2200	% Orders Held for Facilities > 15 Days	0.00	0.00	421	15			
PR-5-03-2200	% Orders Held for Facilities > 60 Days	0.00	0.00	421	15			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2200	% Installation Troubles reported within 30 Days	3.97	2.86	982	35		3.36	0.33
PR-6-03-2200	% Installation Troubles reported within 30 Days – FOK/TOK/CPE	1.63	0.00	982	35			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2200	% Open Orders in a Hold Status > 30 Days	0.00	0.00	1667	55			
PR-8-02-2200	% Open Orders in a Hold Status > 90 Days	0.00	0.00	1667	55			

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**CLEC Aggregate Performance**  
**RESALE MAINTENANCE - POTS/SPECIAL SERVICES**

POTS - Maintenance		Actual Performance		Number of Observations						
Metric #		Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score	
MR-2 - Trouble Report Rate										
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with VZ Retail	1.08	1.00	6080344	168537		0.03	3.21	
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with VZ Retail	0.12	0.09	6080344	168537		0.01	3.92	
MR-2-04-2100	% Subsequent Reports	No Standard	5.91	6.42	77345	1948				
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.79	0.56	6080344	168537				
MR-3 - Missed Repair Appointments										
MR-3-01-2100	% Missed Repair Appointment – Loop	Parity with VZ Retail	18.41	11.14	65553	1679		0.96	7.59	
MR-3-02-2100	% Missed Repair Appointment – Central Office	Parity with VZ Retail	6.62	11.11	7224	144		2.09	-2.15	
MR-3-03-2100	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	8.46	7.50	47918	947				
MR-4 - Trouble Duration Intervals										
MR-4-01-2100	Mean Time To Repair – Total	Parity with VZ Retail	22.14	18.33	72777	1823		0.57	6.64	
MR-4-02-2100	Mean Time To Repair - Loop Trouble	Parity with VZ Retail	23.74	18.86	65553	1679		0.61	8.01	
MR-4-03-2100	Mean Time To Repair – Central Office Trouble	Parity with VZ Retail	7.66	12.11	7224	144		13.09	1.10	-4.04
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	70.67	79.37	72777	1823		1.08	8.06	
MR-4-06-2100	% Out of Service > 4 hours	Parity with VZ Retail	80.11	76.30	50309	1481		1.05	3.62	
MR-4-07-2100	% Out of Service > 12 hours	Parity with VZ Retail	65.28	63.47	50309	1481		1.26	1.44	
MR-4-08-2100	% Out of Service > 24 Hours	Parity with VZ Retail	27.37	19.72	50309	1481		1.18	6.51	
MR-5 - Repeat Trouble Reports										
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with VZ Retail	16.76	19.64	72777	1823		0.89	-3.25	
Complex Services - 2 Wire Digital Services										
MR-2 - Trouble Report Rate										
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with VZ Retail	0.57	0.22	74163	4511		0.12	3.01	
MR-2-03-2341	Network Trouble Report Rate – Central Office	Parity with VZ Retail	0.15	0.13	74163	4511		0.06	0.24	
MR-2-04-2341	% Subsequent Reports	No Standard	11.79	11.11	602	18				
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.83	0.49	74163	4511				
MR-3 - Missed Repair Appointments										
MR-3-01-2341	% Missed Repair Appointment – Loop	Parity with VZ Retail	42.65	60.00	422	10		15.82	-0.77 (P)	
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with VZ Retail	33.03	33.33	109	6		19.72		
MR-3-03-2341	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	23.45	40.91	614	22				
MR-4 - Trouble Duration Intervals										
MR-4-01-2341	Mean Time To Repair – Total	Parity with VZ Retail	22.75	17.22	531	16		7.90	0.70	
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Parity with VZ Retail	23.55	24.51	422	10		26.27	8.41	-0.20 (P)
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	Parity with VZ Retail	19.65	5.08	109	6		45.27	18.98	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	70.06	81.25	531	16		11.62	0.96	
MR-4-07-2341	% Out of Service > 12 hours	Parity with VZ Retail	55.89	66.67	297	12		14.62	-0.43 (P)	
MR-4-08-2341	% Out of Service > 24 Hours	Parity with VZ Retail	30.98	25.00	297	12		13.62	0.44	
MR-5 - Repeat Trouble Reports										
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with VZ Retail	16.20	12.50	531	16		9.35	0.40	
Complex Services - 2 Wire xDSL Services										
MR-2 - Trouble Report Rate										
MR-2-02-2342	Network Trouble Report Rate – Loop	Parity with VZ Retail	1.88	1.21	154709	330		0.75	0.89	
MR-2-03-2342	Network Trouble Report Rate – Central Office	Parity with VZ Retail	0.31	0.30	154709	330		0.31	0.04	
MR-2-04-2342	% Subsequent Reports	No Standard	8.37	0.00	3702	5				
MR-2-05-2342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.57	2.42	154709	330				
MR-3 - Missed Repair Appointments										
MR-3-01-2342	% Missed Repair Appointment – Loop	Parity with VZ Retail	22.95	0.00	2906	4		21.04		
MR-3-02-2342	% Missed Repair Appointment – Central Office	Parity with VZ Retail	12.14	0.00	486	1		32.69		
MR-3-03-2342	% Missed Repair Appointment — CPE /TOK/FOK	No Standard	12.67	0.00	2423	8				
MR-4 - Trouble Duration Intervals										
MR-4-02-2342	Mean Time To Repair - Loop Trouble	Parity with VZ Retail	29.34	23.48	2906	4		16.81		
MR-4-03-2342	Mean Time To Repair – Central Office Trouble	Parity with VZ Retail	14.50	3.17	486	1		20.90	20.93	
MR-4-04-2342	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	61.23	80.00	3392	5		21.81		
MR-4-07-2342	% Out of Service > 12 hours	Parity with VZ Retail	77.32	75.00	2522	4		20.95		
MR-4-08-2342	% Out of Service > 24 Hours	Parity with VZ Retail	37.67	25.00	2522	4		24.25		
MR-5 - Repeat Trouble Reports										
MR-5-01-2342	% Repeat Reports within 30 Days	Parity with VZ Retail	20.11	20.00	3392	5		17.94		
Special Services - Maintenance										
MR-2 - Trouble Report Rate										
MR-2-01-2200	Network Trouble Report Rate – Total	Parity with VZ Retail	0.23	0.25	362654	2445		0.10	-0.13	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.28	0.86	362654	2445				
MR-4 - Trouble Duration Intervals										
MR-4-01-2200	Mean Time To Repair – Total	Parity with VZ Retail	5.39	6.44	843	6		9.25		
MR-4-02-2200	Mean Time To Repair - Loop Trouble	Parity with VZ Retail	7.20	5.10	446	5		7.96	11.62	
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	97.86	100.00	843	6		5.93		
MR-4-06-2200	% Out of Service > 4 hours	Parity with VZ Retail	48.99	80.00	843	5		22.42		
MR-4-07-2200	% Out of Service > 12 hours	Parity with VZ Retail	6.17	20.00	843	5		10.79		
MR-4-08-2200	% Out of Service > 24 Hours	Parity with VZ Retail	2.14	0.00	843	5		6.49		
MR-5 - Repeat Trouble Reports										
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with VZ Retail	14.47	0.00	843	6		14.41		
Legend Notations defined on Legend sheet - last page										



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**CLEC Aggregate Performance**  
**UNE ORDERING - POTS / SPECIAL SERVICES**

POTS Loop/Pre-Qualified Complex/LNP (combined data)			
Metric #		Standard	CLEC Aggregate Performance Observations Difference
OR-1-01-3331 OR-1-02-3331 OR-1-03-3331 OR-1-04-3331 OR-1-05-3331 OR-1-06-3331 OR-1-07-3331 OR-1-08-3331 OR-1-09-3331 OR-1-10-3331	<b>OR-1 - Order Confirmation Timeliness</b>		
	Avg. Local Service Request Confirmation Time - LSRC - Flow-Through	No Standard	0.10
	% On Time LSRC - Flow-Through	95% within 2 hours	99.83 1746 4.83
	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	12.97
	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	96.91 1002 1.91
	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	14.96
	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00 509 5.00
	Average LSRC Time < 6 Lines - Fax	No Standard	NA
	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA
	Average LSRC Time >= 6 Lines - Fax	No Standard	NA
	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA
OR-2-01-3331 OR-2-02-3331 OR-2-03-3331 OR-2-04-3331 OR-2-05-3331 OR-2-06-3331 OR-2-07-3331 OR-2-08-3331 OR-2-09-3331 OR-2-10-3331	<b>OR-2 - Reject Timeliness</b>		
	Average Local Service Request -LSR Reject - Time - Flow-Through	No Standard	0.01
	% On Time LSR Reject - Flow-Through	95% within 2 hours	100.00 784 5.00
	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	12.92
	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.58 352 3.58
	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	16.67
	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	99.47 187 4.47
	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA
	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA
	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA
	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA
OR-7-01-3100 OR-7-01-3112	<b>OR-7 - % Order Confirmation/Rejects Sent Within 3 Business Days</b>		
	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS - Platform	95%	99.92 1197 4.92
	% Order Confirmation/Rejects Sent Within 3 Business Days - Loop	95%	99.75 1617 4.75
POTS Platform			
OR-1-01-3140 OR-1-02-3140 OR-1-03-3140 OR-1-04-3140 OR-1-05-3140 OR-1-06-3140 OR-1-07-3140 OR-1-08-3140 OR-1-09-3140 OR-1-10-3140	<b>OR-1 - Order Confirmation Timeliness</b>		
	Avg. Local Service Request Confirmation Time -LSRC -Flow-Through	No Standard	0.02
	% On Time LSRC - Flow-Through	95% within 2 hours	100.00 2633 5.00
	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	12.42
	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	98.13 2028 3.13
	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	17.13
	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	98.84 346 3.84
	Average LSRC Time < 6 Lines - Fax	No Standard	NA
	% On Time LSRC < 6 Lines - Fax	95% within 48 hours	NA
	Average LSRC Time >= 6 Lines - Fax	No Standard	NA
	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA
OR-2-01-3140 OR-2-02-3140 OR-2-03-3140 OR-2-04-3140 OR-2-05-3140 OR-2-06-3140 OR-2-07-3140 OR-2-08-3140 OR-2-09-3140 OR-2-10-3140	<b>OR-2 - Reject Timeliness</b>		
	Average Local Service Request -LSR Reject - Time -Flow-Through	No Standard	0.01
	% On Time LSR Reject - Flow-Through	95% within 2 hours	100.00 698 5.00
	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	13.55
	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 24 hours	99.31 868 4.31
	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	14.10
	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00 179 5.00
	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA
	% On Time LSR Reject < 6 Lines - Fax	95% within 48 hours	NA
	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA
	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA
Complex Services - 2 Wire Digital Services			
OR-1-03-3341 OR-1-04-3341 OR-1-05-3341 OR-1-06-3341 OR-1-07-3341 OR-1-08-3341 OR-1-09-3341 OR-1-10-3341	<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>		
	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard	15.37
	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00 123 5.00
	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA
	% On Time LSRC >=6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA
	Average LSRC Time < 6 Lines - Fax	No Standard	NA
	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA
	Average LSRC Time >= 6 Lines - Fax	No Standard	NA
	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA
OR-2-03-3341 OR-2-04-3341 OR-2-05-3341 OR-2-06-3341 OR-2-07-3341 OR-2-08-3341 OR-2-09-3341 OR-2-10-3341	<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>		
	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard	16.13
	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours	100.00 46 5.00
	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard	NA
	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours	NA
	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA
	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA
	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA
	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA
Complex Services - 2 Wire xDSL Services			
OR-1-07-3342 OR-1-08-3342 OR-1-09-3342 OR-1-10-3342	<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>		
	Average LSRC Time < 6 Lines - Fax	No Standard	NA
	% On Time LSRC < 6 Lines - Fax	95% within 96 hours	NA
	Average LSRC Time >= 6 Lines - Fax	No Standard	NA
	% On Time LSRC >= 6 Lines - Fax	95% within 96 hours	NA
OR-2-07-3342 OR-2-08-3342 OR-2-09-3342 OR-2-10-3342	<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>		
	Average LSR Reject Time < 6 Lines - Fax	No Standard	NA
	% On Time LSR Reject < 6 Lines - Fax	95% within 96 hours	NA
	Average LSR Reject Time >= 6 Lines - Fax	No Standard	NA
	% On Time LSR Reject >=6 Lines - Fax	95% within 96 hours	NA
continued			



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Complex Services - 2 Wire xDSL Loops				CLEC Aggregate						
Metric #		Standard		Performance	Observations	Difference				
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>										
OR-1-03-3342	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard		13.87						
OR-1-04-3342	% On Time LSRC < 6 Lines - Electronic - No Flow-Through	95% within 72 hours		100.00	115	5.00				
OR-1-05-3342	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard		NA						
OR-1-06-3342	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours		NA						
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>										
OR-2-03-3342	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard		15.81						
OR-2-04-3342	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours		100.00	29	5.00				
OR-2-05-3342	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard		NA						
OR-2-06-3342	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours		NA						
<b>Complex Services - 2 Wire xDSL Line Sharing</b>										
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>										
OR-1-03-3343	Average LSRC Time < 6 Lines - Electronic - No Flow-Through	No Standard		8.87						
OR-1-04-3343	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours		100.00	38	5.00				
OR-1-05-3343	Average LSRC Time >= 6 Lines - Electronic - No Flow-Through	No Standard		NA						
OR-1-06-3343	% On Time LSRC >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours		NA						
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>										
OR-2-03-3343	Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through	No Standard		8.55						
OR-2-04-3343	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 72 hours		100.00	4	5.00				
OR-2-05-3343	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard		NA						
OR-2-06-3343	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours		NA						
<b>Special Services</b>										
<b>OR-1 - Order Confirmation Timeliness</b>										
OR-1-03-3214	Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	No Standard		NA						
OR-1-04-3214	% On Time LSRC < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	95% within 48 hours		NA						
OR-1-05-3214	Average LSRC Time >= 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	No Standard		NA						
OR-1-05-3210	Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through	No Standard		NA						
OR-1-05-3211	Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through	No Standard		49.22						
OR-1-05-3213	Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through	No Standard		28.14						
OR-1-06-3214	% On Time LSRC >= 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through	95% within 72 hours		NA						
OR-1-06-3210	% On Time LSRC >= 6 Lines -DS0 - Electronic - No Flow-Through	95% within 72 hours		NA						
OR-1-06-3211	% On Time LSRC >= 6 Lines -DS1 - Electronic - No Flow-Through	95% within 72 hours		89.84	187	-5.16				
OR-1-06-3213	% On Time LSRC >= 6 Lines -DS3 - Electronic - No Flow-Through	95% within 72 hours		92.31	65	-2.69				
OR-1-07-3214	Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Fax	No Standard		NA						
OR-1-08-3214	% On Time LSRC < 6 Lines - Non DS0,DS1, & DS3 - Fax	95% within 72 hours		NA						
OR-1-09-3214	Average LSRC Time >= 6 Lines - Non DS0,DS1 & DS3 - Fax	No Standard		NA						
OR-1-09-3210	Average LSRC Time >= 6 Lines -DS0 - Fax	No Standard		NA						
OR-1-09-3211	Average LSRC Time >= 6 Lines -DS1 - Fax	No Standard		NA						
OR-1-09-3213	Average LSRC Time >= 6 Lines -DS3 - Fax	No Standard		NA						
OR-1-10-3214	% On Time LSRC >= 6 Lines - Non DS0, DS1 & DS3 - Fax	95% within 96 hours		NA						
OR-1-10-3210	% On Time LSRC >= 6 Lines -DS0 - Fax	95% within 96 hours		NA						
OR-1-10-3211	% On Time LSRC >= 6 Lines -DS1 - Fax	95% within 96 hours		NA						
OR-1-10-3213	% On Time LSRC >= 6 Lines -DS3 - Fax	95% within 96 hours		NA						
<b>OR-2 - Reject Timeliness</b>										
OR-2-03-3200	Average LSR Reject < 6 Lines - Electronic - No Flow-Through	No Standard		3.15						
OR-2-04-3200	% On Time LSR Reject < 6 Lines - Electronic - No Flow-Through	95% within 48 hours		100.00	1	5.00				
OR-2-05-3200	Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through	No Standard		19.51						
OR-2-06-3200	% On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through	95% within 72 hours		97.66	171	2.66				
OR-2-07-3200	Average LSR Reject Time < 6 Lines - Fax	No Standard		NA						
OR-2-08-3200	% On Time LSR Reject < 6 Lines - Fax	95% within 72 hours		NA						
OR-2-09-3200	Average LSR Reject Time >= 6 Lines - Fax	No Standard		NA						
OR-2-10-3200	% On Time LSR Reject >= 6 Lines - Fax	95% within 96 hours		NA						
<b>POTS / Special Services - Aggregate</b>										
<b>OR-3 - Percent Rejects</b>										
OR-3-01-3000	% Rejects	No Standard		33.89	10559					
<b>OR-4 - Timeliness of Completion Notification</b>										
OR-4-01-3000	Completion Notice - Average Response Time	No Standard		VZ	CLEC	Difference				
OR-4-02-3000	Completion Notice - % On Time	97% by next business day at noon		90.70	6605	-6.30				
OR-4-04-3000	Work Completion Notice - Avg Response Time	No Standard		0.00						
OR-4-05-3000	Work Completion Notice - % On Time	95% by next business day at noon		100.00	7058	5.00				
							VZ	CLEC Aggregate	VZ	CLEC Aggregate
OR-4-06-3000	Avg Duration - Work Completion (SOP) to Bill Comp	Parity with VZ Retail		29.53	26.60	663135	6793	59.73	0.73	4.02
OR-4-07-3000	% SOP to Bill Completion >= 5 Business Days	Parity with VZ Retail		0.62	0.52	663135	6793		0.10	1.04
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day	No Standard		7.59	19.51	663135	6793			
OR-4-09-3000	% SOP to Bill Completion w/in 3 Business Days	95% in 3 Bus Days of SOP Cmpltn		VZ	CLEC	Difference				
OR-4-10-3000	% SOP to Provisioning Completion w/in 2 Bus Days	95% in 2 Bus Days of SOP Cmpltn		96.17	1908	1.17				
OR-4-11-3000	% SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days	Not more than 5%		100.00	2244	5.00				
<b>OR-5 - Percent Flow-Through</b>										
OR-5-01-3000	% Flow Through - Total	No Standard		51.77	9456					
OR-5-02-3000	% Flow Through - Simple	No Standard		50.95	7802					
OR-5-03-3000	% Flow Through - Achieved	95%		89.23	5486	-5.77				
<b>OR-6 - Order Accuracy</b>										
OR-6-01-3000	% Accuracy - Orders	95% of Orders without VZ Errors		98.45	387	3.45				
OR-6-02-3000	% Accuracy - Opportunities	No Standard		99.94	9376					
OR-6-03-3000	% Accuracy - Local Service Request Confirmation	Not more than 5% of LSRs resent due to VZ error		0.04	5332	4.96				
<b>OR-8 - Acknowledgement Timeliness</b>										
OR-8-01-3000	% Acknowledgements on time	95% in 2 hours		99.73	4025	4.73				
<b>OR-9 - Order Acknowledgement Completeness</b>										
OR-9-01-3000	% Acknowledgement Completeness	99%		100.00	4025	1.00				
Legend Notations defined on Legend sheet - last page										

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## CLEC Aggregate Performance

## UNE PROVISIONING - POTS / SPECIAL SERVICES

## POTS - Provisioning

POTS - Provisioning		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #		Standard	VZ Aggregate	CLEC Aggregate	VZ Aggregate			
PR-1 - Average Interval Offered								
PR-1-01-3111	Average Interval Offered - Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	2.34	5.06	14593	68	4.48	-5.00
PR-1-01-3122	Average Interval Offered - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail	2.34	1.83	14593	35	4.48	0.76
PR-1-01-3140	Average Interval Offered - Total No Dispatch - Platform	Parity with VZ Retail	2.34	1.55	14593	1719	4.48	0.11
PR-1-03-3112	Average Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with VZ Retail	4.50	3.46	6509	13	4.36	1.21
PR-1-03-3140	Average Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	4.50	3.39	6509	82	4.36	0.48
PR-1-04-3112	Average Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail	6.45	6.00	328	2	5.62	3.99
PR-1-04-3140	Average Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	6.45	2.25	328	4	5.62	2.83
PR-1-05-3112	Average Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	8.37	10.00	114	2	6.68	4.76
PR-1-05-3140	Average Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	8.37	2.71	114	7	6.68	2.60
PR-2 - Average Completed Interval								
PR-2-01-3111	Average Interval Completed - Total No Dispatch - Hot Cut Loop	Parity with VZ Retail	2.28	5.02	14286	57	4.25	-4.86
PR-2-01-3122	Average Interval Completed - Total No Dispatch - Other (Switch & INP)	Parity with VZ Retail	2.28	1.83	14286	35	4.25	0.72
PR-2-01-3140	Average Interval Completed - Total No Dispatch - Platform	Parity with VZ Retail	2.28	1.55	14286	1697	4.25	0.11
PR-2-03-3112	Average Interval Completed - Dispatch (1-5 Lines) - Loop	Parity with VZ Retail	4.40	2.67	5545	6	3.96	1.62
PR-2-03-3140	Average Interval Completed - Dispatch (1-5 Lines) - Platform	Parity with VZ Retail	4.40	3.47	5545	72	3.96	0.47
PR-2-04-3112	Average Interval Completed - Dispatch (6-9 Lines) - Loop	Parity with VZ Retail	6.12	5.00	263	1	4.66	4.67
PR-2-04-3140	Average Interval Completed - Dispatch (6-9 Lines) - Platform	Parity with VZ Retail	6.12	2.67	263	3	4.66	2.71
PR-2-05-3112	Average Interval Completed - Dispatch (>= 10 Lines) - Loop	Parity with VZ Retail	7.92	7.50	86	2	6.78	4.85
PR-2-05-3140	Average Interval Completed - Dispatch (>= 10 Lines) - Platform	Parity with VZ Retail	7.92	1.00	86	2	6.78	4.85
PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with VZ Retail	76.05	33.87	110432	1184		1.25
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	85.42	96.54	110432	1184		1.03
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	94.07	98.65	110432	1184		0.69
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with VZ Retail	5.55	12.50	20300	72		2.70
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	10.97	37.50	20300	72		3.69
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	54.90	45.83	20300	72		5.87
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with VZ Retail	91.29	96.58	130732	1256		0.80
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with VZ Retail	97.93	98.99	110432	1184		0.42
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with VZ Retail	89.04	95.83	20300	72		3.69
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with VZ Retail	97.49	99.04	130732	1256		0.44
PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days - Total	Parity with VZ Retail	10.29	1.58	4705	12	44.23	12.78
PR-4-03-3100	% Missed Appointment - Customer	No Standard	3.08	2.55	232022	3680		0.68
PR-4-04-3113	% Missed Appointment - Verizon - Dispatch - Loop New	Parity with VZ Retail	9.18	0.00	36908	105		2.82
PR-4-04-3140	% Missed Appointment - Verizon - Dispatch - Platform	Parity with VZ Retail	9.18	3.85	36908	208		2.01
PR-4-05-3123	% Missed Appointment - Verizon - No Dispatch - Other than Platform & Hot Cut	Parity with VZ Retail	0.67	0.00	195114	127		0.72
PR-4-05-3140	% Missed Appointment - Verizon - No Dispatch - Platform	Parity with VZ Retail	0.67	0.12	195114	3240		0.14
PR-4-07-3540	% On Time Performance - LNP	No Standard	98.55	95% On Time				3.55
PR-4-08-3111	% MA - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard	0.78	0.00				
PR-4-08-3123	% MA - Customer - Due to Late Order Conf. - Other than Platform & Hot Cut	No Standard	0.00	0.00				
PR-4-08-3140	% MA - Customer - Due to Late Order Conf. - Platform	No Standard	0.06	0.06				
PR-4-10-3113	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New	Parity with VZ Retail	9.29	0.00	28963	17		7.04
PR-4-10-3140	% MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform	Parity with VZ Retail	9.29	4.08	28963	98		2.94
PR-4-11-3123	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other than Platform & Hot	Parity with VZ Retail	0.70	0.00	156657	44		1.26
PR-4-11-3140	% MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform	Parity with VZ Retail	0.70	0.21	156657	1942		0.19
PR-5 - Facility Missed Orders								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	Parity with VZ Retail	1.37	0.00	36908	105		1.14
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Parity with VZ Retail	1.37	0.86	36908	208		0.81
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parity with VZ Retail	0.01	0.00	36908	105		0.10
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Parity with VZ Retail	0.01	0.00	36908	208		0.07
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	Parity with VZ Retail	0.00	0.00	36908	105		
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Parity with VZ Retail	0.00	0.00	36908	208		
PR-6 - Installation Quality								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	Parity with VZ Retail	4.89	2.43	223986	1773		0.51
PR-6-01-3140	% Installation Troubles reported within 30 Days - Platform	Parity with VZ Retail	4.89	1.42	223986	8785		0.23
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity with VZ Retail	3.17	1.18	223986	1773		0.42
PR-6-02-3140	% Installation Troubles reported within 7 Days - Platform	Parity with VZ Retail	3.17	0.69	223986	8785		0.19
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	No Standard	3.15	4.12	223986	1773		
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	3.15	158.93	223986	56		
PR-8 - Open Orders in a Hold Status								
PR-8-01-3100	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	232022	3680		
PR-8-02-3100	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	232022	3680		
PR-9 - Hot Cut Loops								
PR-9-01-3114	% On Time Performance - Hot Cut	95% w/in cut over window		97.40		385		2.40
PR-9-08-3520	Average Duration of Service Interruption	No Standard		9.29		7		
PR-9-09-3520	% Supplemented or Cancelled Orders at VZ Request	No Standard		0.00		385		
Complex Services - 2 Wire Digital Services								
PR-1 - Average Interval Offered								
PR-1-01-3341	Average Interval Offered - Total No Dispatch	Parity with VZ Retail	6.00	NA	65		0.00	
PR-1-02-3341	Average Interval Offered - Total Dispatch	Parity with VZ Retail	6.00	5.88	147	8	0.00	
PR-2 - Average Completed Interval								
PR-2-01-3341	Average Interval Completed - Total No Dispatch	Parity with VZ Retail	6.00	NA	64		0.00	
PR-2-02-3341	Average Interval Completed - Total Dispatch	Parity with VZ Retail	6.24	5.14	132	7	1.25	0.48
PR-3 - Completed within X Days								
PR-3-10-3341	% Completed w/in 6 Days (1-5 lines) Total	Parity with VZ Retail	100.00	100.00	43	7		
PR-4 - Missed Appointments								
PR-4-02-3341	Average Delay Days - Total	Parity with VZ Retail	1.89	10.00	115	2	1.91	1.36
PR-4-03-3341	% MA - Customer	No Standard	11.57	12.50	1210	80		
PR-4-04-3341	% MA - VZ - Dispatch	Parity with VZ Retail	12.85	1.30	817	77		3.99
PR-4-05-3341	% MA - VZ - No Dispatch	Parity with VZ Retail	0.78	0.00	384	2		6.24
PR-4-08-3341	% MA - Customer - Due to Late Order Confirmation	No Standard		0.00		80		
PR-4-10-3341	% MA - VZ - Std. Interval (W Coded) Orders - Dispatch	Parity with VZ Retail	14.00	0.00	750	47		5.22
PR-4-11-3341	% MA - VZ - Std. Interval (W Coded) Orders - No Dispatch	Parity with VZ Retail	0.84	NA	356			2.68
PR-5 - Facility Missed Orders								
PR-5-01-3341	% Missed Appointment - Verizon - Facilities	Parity with VZ Retail	0.85	1.28	826	78		1.09
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	1.28	826	78		
PR-5-03-3341	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	826	78		
PR-6 - Installation Quality								
PR-6-01-3341	% Installation Troubles reported within 30 Days	Parity with VZ Retail	6.49	13.75	770	80		2.89
PR-6-03-3341	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	No Standard	6.23	6.25	770	80		-2.51
PR-8 - Open Orders in a Hold Status								
PR-8-01-3341	% Open Orders in a Hold Status > 30 Days	Parity with VZ Retail	0.00	0.00	1210	80		
PR-8-02-3341	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	1210	80		

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**CLEC Aggregate Performance**  
**UNE PROVISIONING - POTS / SPECIAL SERVICES**

**Complex Services - 2 Wire xDSL Services**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	CLEC Aggregate			
PR-4-10-3342	<b>PR-4 - Missed Appointments</b>							
	% MA - VZ - Std. Interval (W Code) Orders - Dispatch			2066	215		1.57	1.13
PR-4-11-3342	% MA - VZ - Std. Interval (W Code) Orders - No Dispatch	0.06	0.00	14877	127		0.22	0.27

**Complex Services - 2 Wire xDSL Loops**

PR-1-01-3342	<b>PR-1 - Average Interval Offered</b>	No Standard						
	Average Interval Offered - Total No Dispatch		3.13	6.00	14877	2	0.48	
PR-1-02-3342	Average Interval Offered - Total Dispatch	No Standard	3.33	5.98	2065	152	0.92	

PR-2-01-3342	<b>PR-2 - Average Completed Interval</b>	No Standard						
	Average Interval Completed - Total No Dispatch		3.14	5.50	14847	2	0.51	
PR-2-02-3342	Average Interval Completed - Total Dispatch	No Standard	3.40	5.54	1983	127	1.10	

PR-3-10-3342	<b>PR-3 - Completed within X Days</b>	95% on Time						
	% Completed w/in 6 Days (1-5 lines) Total		98.43		127			3.43

PR-4-02-3342	<b>PR-4 - Missed Appointments</b>	Parity w/ Retail DS0						
	Average Delay Days - Total		5.19	1.00	26	7	3.64	1.55
PR-4-03-3342	% MA - Customer	No Standard	0.37	18.99	27880	316		
PR-4-04-3342	% MA - VZ - Dispatch	Not more than 5%	3.66	1.00	2131	301		4.00
PR-4-08-3342	% MA - Customer - Due to Late Order Confirmation	No Standard		0.00		316		
PR-4-14-3342	% Completed On Time	85% on Time		98.67		301		3.67

PR-5-01-3342	<b>PR-5 - Facility Missed Orders</b>	Parity w/ Retail DS0						
	% Missed Appointment - Verizon - Facilities		1.66	1.30	2175	307		0.78
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	2175	307		0.46
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	2175	307		

PR-6-01-3342	<b>PR-6 - Installation Quality</b>	Parity with Retail POTS Dispatch						
	% Installation Troubles reported within 30 Days		9.50	9.18	50182	316		1.65
PR-6-03-3342	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2.29	7.91	28574	316		0.19

PR-8-01-3342	<b>PR-8 - Open Orders in a Hold Status</b>	Parity w/ Retail DS0						
	% Open Orders in a Hold Status > 30 Days		0.00	0.00	526	316		
PR-8-02-3342	% Open Orders in a Hold Status > 90 Days	Parity w/ Retail DS0	0.00	0.00	526	316		

**Complex Services - 2 Wire xDSL Line Sharing**

PR-1-01-3343	<b>PR-1 - Average Interval Offered</b>	Parity with VZ Retail						
	Average Interval Offered - Total No Dispatch		3.13	2.94	14877	99	0.48	0.05
PR-1-02-3343	Average Interval Offered - Total Dispatch	Parity with VZ Retail	3.33	2.88	2065	26	0.92	0.18

PR-2-01-3343	<b>PR-2 - Average Completed Interval</b>	Parity with VZ Retail						
	Average Interval Completed - Total No Dispatch		3.14	2.94	14847	98	0.51	0.05
PR-2-02-3343	Average Interval Completed - Total Dispatch	Parity with VZ Retail	3.40	2.88	1983	25	1.10	0.22

PR-3-03-3343	<b>PR-3 - Completed within X Days</b>	Parity w/ VZ Retail						
	% Completed w/in 3 Days (1-5 lines) No Dispatch		88.05	98.98	14799	98		3.29
PR-3-10-3343	% Completed w/in 6 Days (1-5 lines) Total	Parity w/ VZ Retail	99.67	100.00	16734	122		0.52

PR-4-02-3343	<b>PR-4 - Missed Appointments</b>	Parity with VZ Retail						
	Average Delay Days - Total		1.87	1.00	129	3	2.54	1.48
PR-4-03-3343	% MA - Customer	No Standard	0.37	3.13	27880	160		
PR-4-04-3343	% MA - VZ - Dispatch	Parity with VZ Retail	3.66	6.45	2131	31		3.40
PR-4-05-3343	% MA - VZ - No Dispatch	Parity with VZ Retail	0.05	0.00	25705	128		0.20
PR-4-08-3343	% MA - Customer - Due to Late Order Confirmation	No Standard		0.00		160		0.25

PR-5-01-3343	<b>PR-5 - Facility Missed Orders</b>	Parity with VZ Retail						
	% Missed Appointment - Verizon - Facilities		1.66	3.13	2175	32		2.28
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VZ Retail	0.00	0.00	2175	32		-0.65
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VZ Retail	0.00	0.00	2175	32		

PR-6-01-3343	<b>PR-6 - Installation Quality</b>	Parity with VZ Retail						
	% Installation Troubles reported within 30 Days		3.31	1.25	28574	160		1.42
PR-6-03-3343	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	2.29	5.63	28574	160		1.45

PR-8-01-3343	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with VZ Retail						
	% Open Orders in a Hold Status > 30 Days		0.00	0.00	27880	160		
PR-8-02-3343	% Open Orders in a Hold Status > 90 Days	Parity with VZ Retail	0.00	0.00	27880	160		

**POTS & Complex Aggregate**

PR-1-12-3133	<b>PR-1 - Average Interval Offered</b>	Parity with VZ Retail						
	Average Interval Offered - Disconnects		4.07	3.17	61128	1104	9.10	0.28
PR-2-18-3133	Average Interval Offered - Disconnects	Parity with VZ Retail	3.42	3.04	65502	1063	8.12	0.25

**PR-2 - Average Completed Interval**  
Average Interval Completed - Disconnects  
*continued*

PR-2-18-3133	<b>PR-2 - Average Completed Interval</b>	Parity with VZ Retail						
	Average Interval Completed - Disconnects		3.42	3.04	65502	1063	8.12	0.25

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**CLEC Aggregate Performance**  
**UNE PROVISIONING - POTS / SPECIAL SERVICES**

**Special Services - Provisioning**

Metric #		VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered								
PR-1-01-3200	Average Interval Offered - Total No Dispatch	10.71	12.33	991	6	6.12	2.51	
PR-1-02-3200	Average Interval Offered - Total Dispatch	11.23	12.92	357	73	6.53	0.84	-2.01
PR-1-06-3210	Average Interval Offered - DS0	9.27	10.00	464	1	5.48	5.49	
PR-1-07-3211	Average Interval Offered - DS1	13.12	12.26	621	27	6.48	1.27	0.68
PR-1-08-3213	Average Interval Offered - DS3	NA	NA					
PR-1-09-3510	Average Interval Offered - Total - EEL	13.12	14.12	621	41	6.48	1.04	-0.96
PR-1-09-3530	Average Interval Offered - Total - IOF	NA	9.73		11			
PR-1-12-3200	Average Interval Offered - Disconnects	7.82	5.11	811	9	5.20	1.74	
PR-2 - Average Completed Interval								
PR-2-01-3200	Average Interval Completed - Total No Dispatch	10.19	11.00	698	4	5.74	2.88	
PR-2-02-3200	Average Interval Completed - Total Dispatch	12.30	12.89	245	37	7.06	1.25	-0.47
PR-2-06-3210	Average Interval Completed - DS0	9.62	10.00	329	1	5.90	5.91	
PR-2-07-3211	Average Interval Completed - DS1	13.00	12.00	415	14	6.20	1.68	0.59
PR-2-08-3213	Average Interval Completed - DS3	NA	NA					
PR-2-09-3510	Average Interval Completed - EEL		13.55		22			
PR-2-09-3530	Average Interval Completed - IOF		11.00		5			
PR-2-18-3200	Average Interval Completed - Disconnects	9.00	5.33	657	6	6.47	2.65	
PR-4 - Missed Appointments								
PR-4-01-3200	% Missed Appointment - Verizon - Total - Specials	8.40	5.00	1667	40		4.44	0.77
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	9.84	4.29	772	70		3.72	1.49
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	NA	0.00		19			
PR-4-02-3200	Average Delay Days - Total - Specials	5.31	1.00	140	2	3.35		
PR-4-02-3510	Average Delay Days - Total - EEL	4.92	1.00	76	3	2.87		
PR-4-02-3530	Average Delay Days - Total - IOF	NA	NA					
PR-4-03-3200	% Missed Appointment - Customer - Specials	27.47	38.98	1667	59			
PR-4-03-3510	% Missed Appointment - Customer - EEL	28.37	28.57	772	70			
PR-4-08-3200	% MA - Customer - Due to Late Order Confirmation - Specials		43.48		23			
PR-4-09-3200	% MA - Verizon - Standard Interval (W Coded) Orders - Total - Specials	6.29	8.70	1351	23		5.11	-0.17 (P)
PR-4-09-3510	% MA - Verizon - Standard Interval (W Coded) Orders - Total - EEL	7.72	5.41	622	37		4.52	0.51
PR-4-09-3530	% MA - Verizon - Standard Interval (W Coded) Orders - Total - IOF	NA	0.00		11			
PR-5 - % Missed Appointment - Verizon - Facilities								
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	0.24	1.71	421	117		0.51	-2.87
PR-5-02-3200	% Orders Held for Facilities > 15 Days	0.00	0.00	421	117			
PR-5-03-3200	% Orders Held for Facilities > 60 Days	0.00	0.00	421	117			
PR-6 - Installation Quality								
PR-6-01-3200	% Installation Troubles reported within 30 Days	3.97	8.22	982	146		1.73	-2.45
PR-6-03-3200	% Installation Troubles reported within 30 Days - FOK/TOK/CPE	1.63	0.68	982	146			
PR-7 - Jeopardy Reports								
PR-7-01-3510	% Orders with Jeopardy Status - EEL	No Standard		27.05		122		
PR-8 - Open Orders in a Hold Status								
PR-8-01-3200	% Open Orders in a Hold Status > 30 Days	0.00	0.00	1667	40			
PR-8-01-3510	% Open Orders in a Hold Status > 30 Days - EEL	0.00	1.43	772	70			
PR-8-01-3530	% Open Orders in a Hold Status > 30 Days - IOF	NA	0.00		19			
PR-8-02-3200	% Open Orders in a Hold Status > 90 Days	0.00	0.00	1667	40			
PR-8-02-3510	% Open Orders in a Hold Status > 90 Days - EEL	0.00	0.00	772	70			
PR-8-02-3530	% Open Orders in a Hold Status > 90 Days - IOF	NA	0.00		19			
Legend Notations defined on Legend sheet - last page								

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**CLEC Aggregate Performance**  
**UNE MAINTENANCE - POTS / SPECIAL SERVICES**

**POTS - Maintenance**

Metric #		Standard	VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02-3112	Network Trouble Report Rate – Loop	Parity with VZ Retail	1.08	0.62	6080344	47212		0.05	9.63
MR-2-02-3140	Network Trouble Report Rate – Platform	Parity with VZ Retail	1.08	0.79	6080344	49014		0.05	6.12
MR-2-03-3112	Network Trouble Report Rate – Central Office - Loop	Parity with VZ Retail	0.12	0.03	6080344	47212		0.02	5.60
MR-2-03-3140	Network Trouble Report Rate – Central Office - Platform	Parity with VZ Retail	0.12	0.15	6080344	49014		0.02	-2.19
MR-2-04-3112	% Subsequent Reports - Loop	No Standard	5.91	0.00	77345	306			
MR-2-04-3140	% Subsequent Reports - Platform	No Standard	5.91	11.98	77345	526			
MR-2-05-3112	% CPE/TOK/FOK Trouble Report Rate - Loop	No Standard	0.79	0.91	6080344	47212			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate - Platform	No Standard	0.79	0.59	6080344	49014			
MR-3 - Missed Repair Appointments									
MR-3-01-3112	% Missed Repair Appointment – Loop	Parity with VZ Retail	18.41	9.93	65553	292		2.27	3.73
MR-3-01-3140	% Missed Repair Appointment – Platform	Parity with VZ Retail	18.41	21.65	65553	388		1.97	-1.64
MR-3-02-3112	% Missed Repair Appointment – Central Office - Loop	Parity with VZ Retail	6.62	7.14	7224	14		6.65	0.30 (P)
MR-3-02-3140	% Missed Repair Appointment – Central Office - Platform	Parity with VZ Retail	6.62	6.67	7224	75		2.89	-0.02
MR-3-03-3112	% Missed Repair Appointment — CPE /TOK/FOK - Loop	No Standard	8.46	3.96	47918	429			
MR-3-03-3140	% Missed Repair Appointment — CPE /TOK/FOK - Platform	No Standard	8.46	11.03	47918	290			
MR-4 - Trouble Duration Intervals									
MR-4-01-3112	Mean Time To Repair – Total - Loop	Parity with VZ Retail	22.14	17.92	72777	306	24.21	1.39	3.04
MR-4-01-3140	Mean Time To Repair – Total - Platform	Parity with VZ Retail	22.14	17.74	72777	463	24.21	1.13	3.90
MR-4-02-3112	Mean Time To Repair - Loop Trouble - Loop	Parity with VZ Retail	23.74	18.18	65553	292	24.63	1.44	3.85
MR-4-02-3140	Mean Time To Repair - Loop Trouble - Platform	Parity with VZ Retail	23.74	18.81	65553	388	24.63	1.25	3.93
MR-4-03-3112	Mean Time To Repair – Central Office Trouble - Loop	Parity with VZ Retail	7.66	12.68	7224	14	13.09	3.50	-1.36 (P)
MR-4-03-3140	Mean Time To Repair – Central Office Trouble - Platform	Parity with VZ Retail	7.66	12.20	7224	75	13.09	1.52	-2.99
MR-4-04-3112	% Cleared (all troubles) within 24 Hours - Loop	Parity with VZ Retail	70.67	80.07	72777	306		2.61	3.60
MR-4-04-3140	% Cleared (all troubles) within 24 Hours - Platform	Parity with VZ Retail	70.67	82.29	72777	463		2.12	5.47
MR-4-06-3140	% Out of Service > 4 hours - Platform	Parity with VZ Retail	80.11	73.41	50309	331		2.20	3.04
MR-4-07-3112	% Out of Service > 12 hours - Loop	Parity with VZ Retail	65.28	50.68	50309	221		3.21	4.55
MR-4-07-3140	% Out of Service > 12 hours - Platform	Parity with VZ Retail	65.28	56.80	50309	331		2.63	3.23
MR-4-08-3112	% Out of Service > 24 Hours - Loop	Parity with VZ Retail	27.37	19.00	50309	221		3.01	2.78
MR-4-08-3140	% Out of Service > 24 Hours - Platform	Parity with VZ Retail	27.37	16.62	50309	331		2.46	4.37
MR-5 - Repeat Trouble Reports									
MR-5-01-3112	% Repeat Reports within 30 Days - Loop	Parity with VZ Retail	16.76	19.61	72777	306		2.14	-1.33
MR-5-01-3140	% Repeat Reports within 30 Days - Platform	Parity with VZ Retail	16.76	14.04	72777	463		1.74	1.56

**Complex Services - 2 Wire Digital Services**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate – Loop	0.57	1.09	74163	2942		0.14	-3.67
MR-2-03-3341	Network Trouble Report Rate – Central Office	0.15	0.07	74163	2942		0.07	1.10
MR-2-04-3341	% Subsequent Reports	11.79	0.00	602	34			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	0.83	0.88	74163	2942			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment – Loop	42.65	3.13	422	32		9.07	4.36
MR-3-02-3341	% Missed Repair Appointment – Central Office	33.03	0.00	109	2		33.56	
MR-3-03-3341	% Missed Repair Appointment — CPE /TOK/FOK	23.45	3.85	614	26			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time To Repair – Total	22.75	20.00	531	34	31.12	5.50	0.50
MR-4-02-3341	Mean Time To Repair - Loop Trouble	23.55	20.24	422	32	26.27	4.82	0.69
MR-4-03-3341	Mean Time To Repair – Central Office Trouble	19.65	16.20	109	2	45.27	32.30	
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	70.06	73.53	531	34		8.10	0.43
MR-4-07-3341	% Out of Service > 12 hours	55.89	57.69	297	26		10.15	0.04 (P)
MR-4-08-3341	% Out of Service > 24 Hours	30.98	23.08	297	26		9.46	0.84
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	16.20	20.59	531	34		6.52	-0.67

**Complex Services - 2 Wire xDSL Loops**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate – Loop	1.42	0.80	154709	13230		0.11	5.74
MR-2-03-3342	Network Trouble Report Rate – Central Office	0.17	0.05	154709	13230		0.04	3.07
MR-2-04-3342	% Subsequent Reports	8.37	0.00	3702	142			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.57	0.85	154709	13230			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment – Loop	22.95	9.70	2906	134		3.72	3.57
MR-3-02-3342	% Missed Repair Appointment – Central Office	12.14	0.00	486	8		11.64	
MR-3-03-3342	% Missed Repair Appointment — CPE /TOK/FOK	12.67	5.36	2423	112			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	29.34	20.17	2906	134	33.60	2.97	3.09
MR-4-03-3342	Mean Time To Repair – Central Office Trouble	14.50	9.71	486	8	20.90	7.45	
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	61.23	77.46	3392	142		4.17	3.89
MR-4-07-3342	% Out of Service > 12 hours	77.32	59.65	2522	114		4.01	4.41
MR-4-08-3342	% Out of Service > 24 Hours	37.67	23.68	2522	114		4.64	3.02
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	20.11	17.61	3392	142		3.43	0.73

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
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**CLEC Aggregate Performance**  
**UNE MAINTENANCE - POTS / SPECIAL SERVICES**

**Complex Services - 2 Wire xDSL Line Sharing**

Complex Services - 2 Wire xDSL Line Sharing		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #		Standard	VZ	CLEC Aggregate	VZ			
MR-2 - Trouble Report Rate								
MR-2-02-3343	Network Trouble Report Rate – Loop	Parity with VZ Retail	1.42	0.16	154709	1824	0.28	4.50
MR-2-03-3343	Network Trouble Report Rate – Central Office		0.17	0.11	154709	1824		
MR-2-04-3343	% Subsequent Reports		No Standard	8.37	0.00	3702	7	
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate		No Standard	1.57	0.82	154709	1824	
MR-3 - Missed Repair Appointments								
MR-3-01-3343	% Missed Repair Appointment – Loop	Parity with VZ Retail	22.95	0.00	2906	3	24.29	
MR-3-02-3343	% Missed Repair Appointment – Central Office		12.14	0.00	486	4	16.40	
MR-3-03-3343	% Missed Repair Appointment — CPE /TOK/FOK		No Standard	12.67	0.00	2423	15	
MR-4 - Trouble Duration Intervals								
MR-4-02-3343	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	29.34	38.83	2906	3	33.60	19.41
MR-4-03-3343	Mean Time To Repair – Central Office Trouble		14.50	3.87	486	4	20.90	10.50
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	61.23	71.43	3392	7	18.43	
MR-4-07-3343	% Out of Service > 12 hours	Parity with VZ Retail	77.32	25.00	2522	4	20.95	
MR-4-08-3343	% Out of Service > 24 Hours	Parity with VZ Retail	37.67	0.00	2522	4	24.25	
MR-5 - Repeat Trouble Reports								
MR-5-01-3343	% Repeat Reports within 30 Days	Parity with VZ Retail	20.11	57.14	3392	7	15.17	

**Special Services - Maintenance**

<b>MR-2 - Trouble Report Rate</b>								
MR-2-01-3200	Network Trouble Report Rate - Total	Parity with VZ Retail	0.23	2.29	362654	1266	0.14	-15.20
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.28	3.00	362654	1266		
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3200	Mean Time To Repair – Total	Parity with VZ Retail	5.39	5.24	843	29	6.82	1.29
MR-4-02-3200	Mean Time to Repair - Loop Trouble	Parity with VZ Retail	7.20	6.04	446	15	7.96	2.09
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	Parity with VZ Retail	97.86	100.00	843	29	2.73	0.78
MR-4-06-3200	% Out of Service > 4 hours	Parity with VZ Retail	48.99	63.64	843	22	10.80	-1.14 (P)
MR-4-07-3200	% Out of Service > 12 hours	Parity with VZ Retail	6.17	0.00	843	22	5.20	1.19
MR-4-08-3200	% Out of Service > 24 Hours	Parity with VZ Retail	2.14	0.00	843	22	3.13	0.68
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3200	% Repeat Reports within 30 Days	Parity with VZ Retail	14.47	13.79	843	29	6.64	0.10

Legend Notations defined on Legend sheet - last page



**Carrier to Carrier**  
**Performance Standards and Reports**  
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**CLEC Aggregate Performance**  
**TRUNKS**

**ORDERING**

ORDERING		Aggregate Interconnection			
Metric #		Standard	Actual Performance	Number of Observations	Difference
OR 1 - Order Confirmation Timeliness					
OR-1-11-5020	Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks	No Standard	3.47		
OR-1-12-5020	% On Time FOC <= 192 Forecasted Trunks	95% in 10 days; Faxed+24 hrs	100.00	17	5.00
OR-1-13-5000	% On Time Design Layout Record (DLR)	95% in 11 days; Faxed+24 hrs	100.00	3	5.00
OR-1-19-5020	% On Time Response - Request for inbound (VZ-CLEC augment) <=192 Forecasted Trunks	95% in 10 days	NA		
OR-1-19-5030	% On Time Response - Request for inbound (VZ-CLEC augment) > 192 Forecasted Trunks	95% on Time - Negotiated Process	NA		
OR-2 - Reject Timeliness					
OR-2-11-5020	Average Trunk ASR Reject Time <= 192 Forecasted Trunks	No Standard	1.00		
OR-2-12-5020	% On Time Trunk ASR Reject <= 192 Forecasted Trunks	95% within 10 Days	100.00	2	5.00

**PROVISIONING**

PROVISIONING			Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	CLEC Aggregate			
<b>PR-1 - Average Interval Offered</b>									
PR-1-09-5020	Average Interval Offered – Total <= 192 Forecasted Trunks	Parity with IXC / FGD	9.80	10.67	15	3	2.24	1.42	
PR-1-09-5030	Average Interval Offered – Total > 192 Forecasted & Unforecasted	Parity with IXC / FGD	13.09	10.69	67	26	2.91	0.67	3.57
<b>PR-2 - Average Interval Completed</b>									
PR-2-09-5020	Average Interval Completed – Total <= 192 Forecasted Trunks	Parity with IXC / FGD	8.11	10.67	9	3	2.26	1.51	
PR-2-09-5030	Average Interval Completed – Total > 192 Forecasted & Unforecasted	Parity with IXC / FGD	NA	16.00		4			
<b>PR-4 - Missed Appointment</b>									
PR-4-01-5000	% Missed Appointment – Verizon – Total	Parity with IXC / FGD	0.27	0.78	9000	6160		0.09	-5.94
PR-4-02-5000	Average Delay Days – Total	Parity with IXC / FGD	2.00	2.00	24	48	0.00		
PR-4-03-5000	% Missed Appointment – Customer	No Standard	50.93	48.75	9000	6160			
PR-4-09-5000	% MA – VZ – Std. Interval (W Coded) Orders –Total	Parity with IXC / FGD	0.00	0.00	384	192			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-5000	% Missed Appointment – Verizon – Facilities	Parity with IXC / FGD	0.00	0.00	9000	6160			
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	9000	6160			
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	9000	6160			
<b>PR-6 - Installation Quality</b>									
PR-6-01-5000	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.03	0.00	9000	6160		0.03	1.10
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	No Standard	0.02	0.00	9000	6160			
<b>PR-8 - Average Days Held on Pending Orders</b>									
PR-8-01-5000	% Open Orders in a Hold Status > 30 Days	Parity with IXC / FGD	0.00	0.00	9000	6160			
PR-8-02-5000	% Open Orders in a Hold Status > 90 Days	Parity with IXC / FGD	0.00	0.00	9000	6160			

**MAINTENANCE**

<b>MR-2 - Trouble Report Rate</b>									
MR-2-01-5400	Network Trouble Report Rate - Total	Parity with IXC / FGD	0.01	0.00	429609	304042		0.00	3.00
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-5000	Mean Time To Repair - Total	Parity with IXC / FGD	7.43	2.43	39	7	12.73	5.23	
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	89.74	100.00	39	7		12.46	
MR-4-05-5000	% Out of Service > 2 Hours	Parity with IXC / FGD	51.28	28.57	39	7		20.52	
MR-4-06-5000	% Out of Service > 4 hours	Parity with IXC / FGD	28.21	14.29	39	7		18.47	
MR-4-07-5000	% Out of Service > 12 hours	Parity with IXC / FGD	20.51	0.00	39	7		16.57	
MR-4-08-5000	% Out of Service > 24 Hours	Parity with IXC / FGD	10.26	0.00	39	7		12.46	
<b>MR-5 - Repeat Trouble Report</b>									
MR-5-01-5400	% Repeat Reports within 30 Days	Parity with IXC / FGD	10.26	14.29	39	7		12.46	

**NETWORK PERFORMANCE**

NETWORK PERFORMANCE			Actual Performance	Number of Observations	Difference				
<b><u>NP-1 - Percent Final Trunk Group Blockage</u></b>									
NP-1-01-5000	% FTG Exceeding Blocking Standard - Common Final Trunks	No Standard	1.71	409					
NP-1-01-5400	% FTG Exceeding Blocking Standard - Dedicated Final Trunks	No Standard	0.00	143					
NP-1-02-5000	% FTG Exceeding Blocking Standard (No Exceptions) - Common Final Trunks	No Standard	1.71	409					
NP-1-02-5400	% FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks	No Standard	4.20	143					
NP-1-03-5400	Number Dedicated FTG Exceeding Blocking Standard – 2 Months	No Standard	0						
NP-1-04-5400	Number Dedicated FTG Exceeding Blocking Standard – 3 Months	See Guidelines	0						
<b><u>NP-2 - Collocation Performance</u></b>									
NP-2-01-6110	% On Time Response to Request for Collocation Total (Physical, SCOPE, CCOE, Virtual) -New	95% on Time -15 Bus Days	100.00	8	5.00				
NP-2-01-6120	% On Time Response to Request for Collocation Total (Physical, SCOPE, CCOE, Virtual) - Augment	95% on Time -15 Bus Days	100.00	8	5.00				
NP-2-02-6110	Average Interval - Physical Collocation - New	No Standard	NA						
NP-2-02-6120	Average Interval - Physical Collocation - Augment	No Standard	84.50	2					
NP-2-03-6110	Average Interval - SCOPE - New	No Standard	NA						
NP-2-03-6120	Average Interval - SCOPE - Augment	No Standard	104.00	2					
NP-2-04-6110	Average Interval - CCOE - VZ Equipment is Secure - New	No Standard	NA						
NP-2-04-6120	Average Interval - CCOE - VZ Equipment is Secure - Augment	No Standard	76.00	2					
NP-2-05-6110	Average Interval - CCOE - VZ Equipment is Unsecured - New	No Standard	NA						
NP-2-05-6120	Average Interval - CCOE - VZ Equipment is Unsecured - Augment	No Standard	NA						
NP-2-06-6110	Average Interval - Virtual Collocation - New	No Standard	NA						
NP-2-06-6120	Average Interval - Virtual Collocation - Augment	No Standard	NA						
NP-2-07-6110	% On Time Total (Physical, SCOPE, CCOE, Virtual) - New	95% on Time According to Schedule	NA						
NP-2-07-6120	% On Time Total (Physical, SCOPE, CCOE, Virtual) - Augment	95% on Time According to Schedule	100.00	6	5.00				
NP-2-08-6110	Average Delay Days Total (Physical, SCOPE, CCOE, Virtual) - New	No Standard	NA						
NP-2-08-6120	Average Delay Days Total (Physical, SCOPE, CCOE, Virtual) - Augment	No Standard	NA						
<b><u>NP-5 - Network Outage Notification</u></b>									
NP-5-01-5000	% of Network Outage Notices Sent within 30 Minutes	Parity with VZ Retail	66.67	66.67	27	27		12.83	
<b><u>NP-6 - NXX Updates</u></b>									
NP-6-01-5000	% of NXX Updates Installed by the LERG Effective Date	Parity with VZ Retail	RQ	RQ					

Legend Notations defined on Legend sheet - last page

**LEGEND**

UD = Performance metric is under development  
NA = No Activity  
TBD = To Be Determined  
UR = Under Review  
RQ = Reported Quarterly  
NEF = No Existing Functionality  
P = Z-Score Equivalent from Permutation Test  
R3 = Run 3 Times Per Year

**Intervals as published on the WEB site**

EEL - DS3 EEL Loop  
1-10 Loops: Loop Facility Availability Date + 15 Days  
11+ Loops: Negotiated  
No Facilities: ECCD + 15 Days  
Facility Check: 72 Hours (In addition to 15 day interval)  
EEL - DS1 EEL Loop  
1- 10 Loops: 10 Days  
11+ Loops: Negotiated  
No Facilities: ECCD + 10 Days  
Facility Check: 72 Hours (In addition to 15 day interval)  
IOF -  
Facilities Available (Quantity 1-8): 15 days\*  
Facilities Available (Quantity >8): Negotiated  
Facilities not available: Negotiated  
Facilities Check: 72 Hours

\* 15 Days includes the facility check